



## Eureka Police Department

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# Robbery preparedness and protocol.



## **Guidelines:**

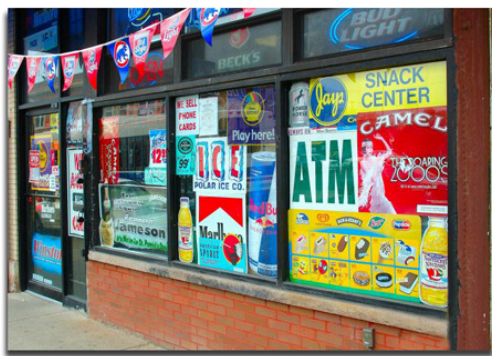
The following guidelines are designed to help store managers create policies, procedures, and physical deterrents to minimize the chances of robbery. It is also designed to train employees on how to react and information to gather in the event a robbery does occur.

## **Educate Your Staff:**

It is important to educate your staff on what you expect. A well-trained and alert staff forms the basis for good crime prevention and successful investigations. Don't rely on technology instead of investing in a properly trained staff. Training need not be expensive - 15 minutes each week should be enough to refresh your staff's memories to stay alert. This includes ensuring that all employees are familiar with the operation of the security system. Any employee should be able to playback or make a copy of footage of the robbery for police. This information is time sensitive to the investigation, the quicker it is available to police the chances increase immensely to the possibility of the suspect(s) apprehension.

## **The following tips can greatly help in deterring robbers from your business:**

- Increase visibility in and out of your store. Limit advertising posters, move them lower on the glass, so passersby can see activity inside, employees can see people approaching and leaving the store. This practice also allows police to see the interior of your business while driving by.



- Place the cash register(s) away from doors, but in clear view from the outside. Raise the floor behind the register so staff can better survey the store. The cashier should have an unobstructed view of the store. Also do not leave large amounts of cash in the register.
- Display merchandise so that employees can easily watch the movement of customers. Avoid narrow, cluttered aisles and maintain an open, neat appearance throughout the store. Avoid long, unbroken aisles and leave space between display cases. Keep displays at a medium height so that employees can see across the top of them. Arrange items neatly so that anything missing can be quickly noticed. Make sure the entire store is well lit.
- Affix an easily read height chart at the exit and if possible at the checkout counter. These charts should be in a position that is easily read by the clerk.
- Clean glass doors and counter tops often, to assist in minimizing the number of latent prints.



- Establish clear cash register procedures. The register should be open only while it is actually being used. The cash drawer should be closed before merchandise is packaged. Cashiers should be alerted to avoid distractions from other customers while helping someone at the cash register. Keep cash registers locked and remove the key when they are not in use.

### Security Equipment:

Convex mirrors and CCTV cameras will deter some robbers, and can help with prosecutions if good quality equipment is used. Cameras should be mounted both inside and on the exterior of your business. It is suggested that cameras should record the activity directly outside your store, along with the interior. In attempts to assist police in identifying suspect(s), a camera should be mounted to record suspect's faces both entering and exiting your business, along with face level at the checkout counter. Cameras should be highly visible, e.g. monitors may be mounted at entrances, and signs displayed alerting potential thieves to the use of CCTV. *Dummy cameras can provide an inexpensive short term deterrent on their own, or increase the apparent cover and hence deterrent value of a live system. But do not rely solely on dummy cameras. Thieves will soon find it out.*



### Identifying suspicious activity:

- Subjects Seem nervous
- Avoids eye contact

- Wanders around the store without buying anything
- Leaves the store and returns to your business repeatedly in a short period of time
- Stays in an area of your business where he or she is hard to see
- Keeps watching you or is constantly looking around
- Avoids the attention of employees
- Wears baggy clothes or heavy outer garments out of season

### **Staff preparation for dealing with a robber:**

Your staff needs to know what you expect of them when a robbery takes place. This is a very dangerous situation. The best common practice is to do as told by the offender and give them what they request. Any confrontation of the suspect could lead to violence and possible serious injury. Your employee should just attempt to obtain the most information they can to assist police in the investigation after the robbery.

### **Information to gather in preparation to call the police:**

- How many suspects were there?
- The suspect's physical description (gender, age, height, weight, hair color, facial hair, etc)
- What they were wearing (colors, types, and if the clothing had any distinctive logos or markings)
- Were they wearing gloves or any hand coverings. If not, did they touch anywhere. If so, protect that area until police can process the area for evidence and latent fingerprints.
- What was taken (item description and value?)
- What direction they fled
- If they got into vehicle, the vehicle's description (including license plate number)

### **Example:**



**Robbers making entry (what do you see?)**



What we located as a result of the investigation:

